Contacts by Contact Outcome

The **Contacts by Contact Outcome** viewport uses data from Activity Center to show the final result of each contact logged by the officer. The rows of the viewport are the officer names, and the columns are the outcomes. The outcomes are determined by the field "Outcome" in the Contact Report form in Activity Center. The default values for this field are "Follow-Up Required" and "No Follow-Up Required." If your institution prefers to use additional values (for example, "Referral," "Disqualification," or similar), these can be configured - please contact Support to request that they be changed.

Clicking on any of the links in the table will bring up the list of contact records that make up the results.